



# Experience Transit

Quick Start Guide



August 2023

# Getting Started:

## 1: Plan your trip

Using a mobile app like Transit or Google Maps to plan your trip makes taking Saskatoon Transit easier.

Plan ahead by typing in your starting point, destination and time you want to leave or arrive by. The app will show you which route(s) to take, when the bus arrives, and connection and transfer information.

### Transit App

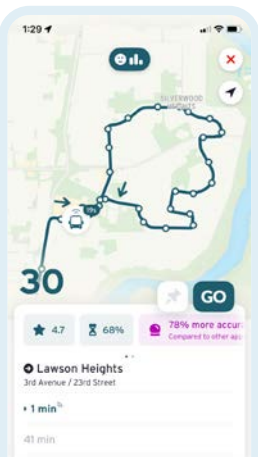
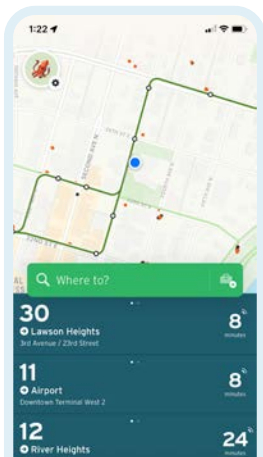
Download the Transit App from the App Store or Google Play.



#### Features:

- ▶ Door-to-door trip details including the walking distance to and from the bus stop.
- ▶ Service alerts for when service is interrupted.
- ▶ Real-time bus tracking shows the location of your bus in real-time.
- ▶ Next bus arrival information.

**i** To learn more, watch the how-to video at [SaskatoonTransit.ca/mobile-apps](https://SaskatoonTransit.ca/mobile-apps)

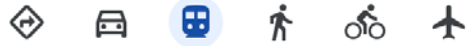


### Google Maps App or Website

Download the app from the App Store or Google Play, or visit [maps.google.com](https://maps.google.com).



**i** Make sure to select transit mode:



#### Features:

- ▶ Door-to-door trip details including the walking distance to and from the bus stop.
- ▶ Service alerts for when service is interrupted.
- ▶ "Street view" to see what your destination looks like.

### Route Maps and Schedules

Find printed route maps at the downtown Customer Service Centre or PDFs online at [SaskatoonTransit.ca/routes](https://SaskatoonTransit.ca/routes) (look for the "PDF" links in the Routes table).

- The route number is on the top right.
- The bold line is the route the bus travels.
- The four-digit numbers are the bus stop ID numbers.
- Read the schedule left to right.
- Chose a location and read the times in the column below it to see when the bus will be leaving that location.



2 Meadowgreen		City Centre	
CITY CENTRE	MEADOWGREEN	CITY CENTRE	MEADOWGREEN
3078	3078	3078	3078
Monday to Friday			
6:16 AM	6:31 AM	6:31 AM	6:31 AM
6:31 AM	6:47 AM	6:47 AM	6:47 AM
6:47 AM	7:03 AM	7:03 AM	7:03 AM
7:03 AM	7:19 AM	7:19 AM	7:19 AM
7:19 AM	7:35 AM	7:35 AM	7:35 AM
7:35 AM	7:51 AM	7:51 AM	7:51 AM
7:51 AM	8:07 AM	8:07 AM	8:07 AM
8:07 AM	8:23 AM	8:23 AM	8:23 AM
8:23 AM	8:39 AM	8:39 AM	8:39 AM
8:39 AM	8:55 AM	8:55 AM	8:55 AM
8:55 AM	9:11 AM	9:11 AM	9:11 AM
9:11 AM	9:27 AM	9:27 AM	9:27 AM
9:27 AM	9:43 AM	9:43 AM	9:43 AM
9:43 AM	10:00 AM	10:00 AM	10:00 AM
10:00 AM	10:16 AM	10:16 AM	10:16 AM
10:16 AM	10:32 AM	10:32 AM	10:32 AM
10:32 AM	10:48 AM	10:48 AM	10:48 AM
10:48 AM	11:04 AM	11:04 AM	11:04 AM
11:04 AM	11:20 AM	11:20 AM	11:20 AM
11:20 AM	11:36 AM	11:36 AM	11:36 AM
11:36 AM	11:52 AM	11:52 AM	11:52 AM
11:52 AM	12:08 AM	12:08 AM	12:08 AM
12:08 AM	12:24 AM	12:24 AM	12:24 AM
12:24 AM	12:40 AM	12:40 AM	12:40 AM
12:40 AM	12:56 AM	12:56 AM	12:56 AM
12:56 AM	1:12 AM	1:12 AM	1:12 AM
1:12 AM	1:28 AM	1:28 AM	1:28 AM
1:28 AM	1:44 AM	1:44 AM	1:44 AM
1:44 AM	2:00 AM	2:00 AM	2:00 AM
2:00 AM	2:16 AM	2:16 AM	2:16 AM
2:16 AM	2:32 AM	2:32 AM	2:32 AM
2:32 AM	2:48 AM	2:48 AM	2:48 AM
2:48 AM	3:04 AM	3:04 AM	3:04 AM
3:04 AM	3:20 AM	3:20 AM	3:20 AM
3:20 AM	3:36 AM	3:36 AM	3:36 AM
3:36 AM	3:52 AM	3:52 AM	3:52 AM
3:52 AM	4:08 AM	4:08 AM	4:08 AM
4:08 AM	4:24 AM	4:24 AM	4:24 AM
4:24 AM	4:40 AM	4:40 AM	4:40 AM
4:40 AM	4:56 AM	4:56 AM	4:56 AM
4:56 AM	5:12 AM	5:12 AM	5:12 AM
5:12 AM	5:28 AM	5:28 AM	5:28 AM
5:28 AM	5:44 AM	5:44 AM	5:44 AM
5:44 AM	6:00 AM	6:00 AM	6:00 AM
6:00 AM	6:16 AM	6:16 AM	6:16 AM
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5:44 AM	6:00 AM	6:00 AM	6:00 AM
6:00 AM	6:16 AM	6:16 AM	6:16 AM
6:16 AM	6:32 AM	6:32 AM	6:32 AM
6:32 AM	6:48 PM	6:48 PM	6:48 PM

## 2: Go to your bus stop

Whether you're on foot, in a wheelchair, on a bike, or even taking a car or an Uber, make sure to give yourself enough time to arrive at your bus stop a few minutes before your bus is scheduled to arrive.

**Tip:** *Dress warmly in the winter months.*

**🚲 Cyclists:** There's a bike rack on the front of every bus that's free to use. Watch a tutorial here: [SaskatoonTransit.ca/rider-guide/bike-bus](https://www.saskatoontransit.ca/rider-guide/bike-bus)



## 3: Get your fare ready

### Mobile Tickets

- ▶ Download either the *Transit Go* or the *Transit* app from the Apple App Store or Google Play Store to purchase tickets.
  - ▶ Complete a one-time account setup (*optional*).
  - ▶ Select "Buy Pass."
  - ▶ Choose your type and number of rides.
  - ▶ Enter your credit card info.
- i** *Payment information can be stored for future use, however the CVV number must be entered each time you buy a fare.*



- ▶ The pass will be delivered instantly under "My Passes."
- ▶ Activate your pass just prior to boarding the bus.
- ▶ Scan your pass on the bus.



- i** *Stop by the downtown Transit Customer Service to add a discounted Seniors pass to the Transit Go app.*



### Online Tickets

Buy tickets online at [SaskatoonTransit.ca/TGo](https://www.saskatoontransit.ca/TGo) and download them to your mobile device or print them.

### Go-Pass Reloadable Cards

Go-Pass cards are reusable and can be reloaded with rides at any vendor location.



- i** *Register your Go-Pass with your name and information at Transit Customer Service.*

### Vendors:

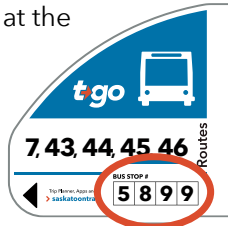
- ▶ City Hall
- ▶ Transit Customer Service
- ▶ Circle K Stores
- ▶ Avalon Auto Service
- ▶ Co-op Grocery Stores
- ▶ Mayfair Drugs
- ▶ Nordon Drugs
- ▶ Safeway
- ▶ Sask Polytech
- ▶ Shoppers Drug Mart
  - Canarama
  - Circle Centre
  - Market Mall
  - Midtown Plaza
- ▶ Walker's Pharmacy

### Coins/Paper Tickets

- ▶ Have the exact fare ready as operators do not carry change.
- ▶ Paper bills are not accepted.
- ▶ If you need to take more than one bus, ask for a **transfer ticket** before you pay, to use on your next bus.

## 4: Wait for the bus

Make sure you are waiting at the correct bus stop. Each bus stop has a four-digit bus stop ID number and you can find this number on the paper maps or on Google Maps transit.



Use the [Transit app](#), [Google Maps](#) transit or Phone & Go (306-975-7500) to find out when the next bus arrives.

## 5: Accessibility features

All Saskatoon Transit buses are 100% accessible. If you require the bus to be lowered or the use of the ramp, please ask the driver when the bus arrives.

There is space for two mobility devices per bus. Spots are first come first served.

### **i** Courtesy Seating Area

Courtesy seats at the front of the bus are for those with reduced mobility. Please be considerate of other passengers' needs. If you sit in a "flip seat" be aware that if a customer with a wheelchair boards, you will need to move from those seats.

## 6: Board the bus

When boarding and exiting the bus the driver can answer questions but is unable to give physical assistance.

## 7: Pay for your ride

Fareboxes are located on your right-hand side when you enter the bus.

Scan your mobile ticket, tap your Go-Pass card or insert coins.

## 8: Take a seat

*While on the bus:*

- A. Listen for audible stop announcements.
- B. Ask the driver if you aren't sure where your stop is.
- C. Watch for your destination and look out the window for landmarks.

## 9: Signal for a stop

To signal to the driver you want to get off at the next stop pull on the yellow cord until you hear the bell or push the red buttons located on the yellow poles.

*Tip: Signal right after you pass the last bus stop before your destination, to give the driver time to make your requested stop safely.*

## 10: Exit from the back

Exiting from the back of the bus decreases congestion at the front doors. You may exit from the front if you need the bus lowered and ramp deployed.

**🚲 Cyclists:** If your bike is on the rack on the front of the bus, let the driver know you will be unloading it before you get off.

## 11: Do you have to transfer?

Get off the bus and wait for your next bus or head to your next bus stop and board a different bus to access another route to get to your destination.

**Need more tips and tricks?** Check out Saskatoon Transit's new Experience Transit online learning experience – it's free! Visit [SaskatoonTransit.ca/ExperienceTransit](https://www.saskatoontransit.ca/ExperienceTransit) to learn how to confidently plan your trip and arrive to your destination quickly.

## Other Services

### Access Transit

Access Transit offers a variety of options for residents with reduced mobility to travel safely throughout the city.

Individuals who require a cane, walker, wheelchair, or scooter are encouraged to use the low-floor buses on fixed-route transit when possible. If this is not possible they can apply for Access Transit at

[SaskatoonTransit.ca/Access](https://SaskatoonTransit.ca/Access)

### OnDemand Transit

OnDemand Transit is a public transit service in which customers can book their trip dynamically in real-time using the "Saskatoon Transit OnDemand" app, online at [SaskatoonTransit.ca/OnDemand](https://SaskatoonTransit.ca/OnDemand) or by calling customer service at 306-975-3100 from 7:00 a.m. to 7:00 p.m.



OnDemand

Saskatoon Transit provides a "stop-to-hub" model and is dedicated to four neighbourhoods:

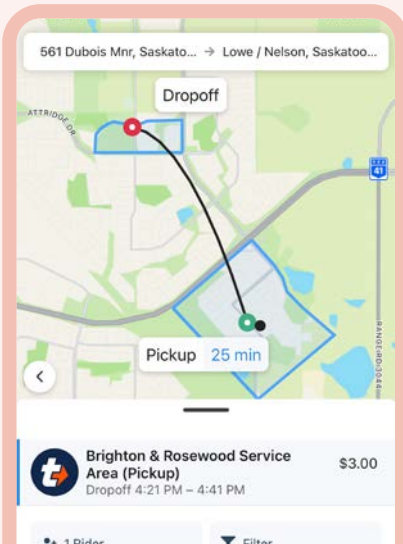
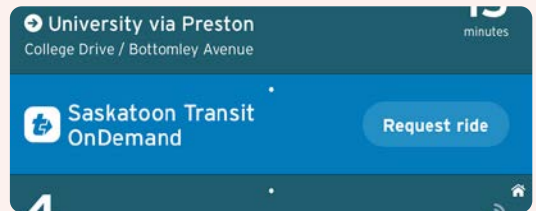
- ▶ Blairmore
- ▶ North Kensington
- ▶ Brighton
- ▶ Rosewood

OnDemand relies on connections to and from transit hubs in which riders can meet up with a fixed route. This trip integration is available in the Transit app where customers can see a complete trip plan, including fixed routes and available OnDemand service.

- ▶ OnDemand service is available Monday to Friday from 6 a.m. to 6 p.m.
- ▶ Riders can travel from the designated stops in the OnDemand service areas to the nearest transit hub.
- ▶ The hub can either be your destination or a connection point with fixed-route service.
- ▶ Regular transit fares apply.
- ▶ If you are in one of the service areas, OnDemand will also appear as an option on the Transit app home screen with a "Request ride" button.



Transit



### Transit Hubs:



Service Area	Transit Hub
Kensington	▶ Confederation Mall
Rosewood	▶ Centre Mall
Brighton	▶ Centre Mall ▶ Place Riel ▶ Preston Crossing ▶ Nelson & Lowe Rd

# Customer Service Centre

 226 23rd Street  
*Downtown Bus Terminal*

 306-975-3100

 [transit.services@saskatoon.ca](mailto:transit.services@saskatoon.ca)

Hours		
<b>Mon-Fri</b>	8 am - 5:30 pm	7 am - 7:30 pm
<b>Saturday</b>	9 am - 12 pm 1 pm - 5 pm	9 am - 5 pm
<b>Sunday</b>	Closed	9 am - 1 pm 2 pm - 6 pm
<b>Statutory Holidays</b>	Closed	9 am - 1 pm 2 pm - 6 pm

## Things to know

### Lost and Found

All items found on Saskatoon Transit buses are held at the Transit Customer Service Centre for 90 days, after which time they are donated.

### Safe Bus

Saskatoon Transit's Safe Bus program runs year-round. If you are lost, scared, or hurt, hold up your hand (palm out) in the direction of an approaching Transit bus, or go to a parked bus and the operator will stop, contact emergency services and provide shelter to the next terminal.

